



July 30, 2010

This edition of the COD Processing Update will remain on the [COD Web site](#) until a new edition is posted. We will notify schools via a COD Web Message when a new edition has been posted.

Direct Loan Program

COD News



UPDATED!

Master Promissory Note, Entrance Counseling, and PLUS Search Issues [(4/22/10) Updated 7/30/10]

Federal Student Aid had identified several issues when schools searched for Direct Loan Master Promissory Notes (MPNs), Direct Loan Entrance Counseling results, or Direct PLUS Loan Requests via the [COD Web site](#). On July 25, 2010 and July 27, 2010, Federal Student Aid implemented system updates to resolve most of these search issues.

Issue 1: MPN Search by SSN-The search results do not return all MPNs associated with the student.

The search results should include any MPNs from any school associated with a student. Federal Student Aid has determined that in some cases, a search by student SSN is not pulling all MPNs associated with that student. For example, the search results will not always include a Direct PLUS Loan MPN associated with that student. In other cases, no search results are returned at all, even if an MPN is on file.

RESOLVED-Issue 2: MPN Search by Date Range-The search results of more than 100 records do not display correctly and school cannot move to “Page 2” of the results.

The search results should now correctly display results of more than 100 records and a school can move to subsequent pages.

RESOLVED-Issue 3: Direct Loan Entrance Counseling date range search is unavailable.

The date range search functionality for Direct Loan Entrance Counseling is now available. In order to return the best results when performing a date range search, the maximum search period is 7 days.

RESOLVED-Issue 4: Direct PLUS Loan Request (PLUS Acknowledgement) date range search is unavailable.

The date range search functionality for Direct PLUS Loan Requests is now available. In order to return the best results when performing a date range search, the maximum search period is 7 days.



RESOLVED-Issue 5: Person Search by SSN-No search results returned, but batch search by SSN does return results

The search results should now return information related to the person (student/borrower).

Federal Student Aid is continuing its work to resolve the remaining search issue as soon as possible and will provide updates as more information becomes available. These updates will be posted in the COD Processing Update.

While most search functionality is restored, as an alternative, schools can continue to use the Batch Search page to locate the desired information. When using this workaround, a school should perform a general date range search (up to 60 days) for ALL batches. After the results are displayed, the school can filter the results for the specific batch type: “EC” for Entrance Counseling batches, “PN” for MPN batches, and “SP” for PLUS Request Acknowledgement batches.

Federal Student Aid apologizes for any inconvenience these issues cause schools and appreciates your patience. If you have questions, contact the COD School Relations Center.



Impact on COD Processing August 1, 2010 (07/30/10)

Federal Student Aid is planning several system maintenance activities on August 1, 2010. In addition, the Student Aid Internet Gateway (SAIG) will be unavailable from 3:00 A.M. until 11:00 A.M. (ET) due to its regular Sunday morning maintenance. These activities will result in outages of certain COD System functionality for a period of time.

An explanation of how these activities will impact COD System availability and processing follows below. Please review this information to determine if processing at your school will be affected.

Routine COD System Maintenance

On **Sunday, August 1, 2010**, we will perform system maintenance on the COD System. The impact to COD users is outlined below.

- Users will not be able to submit or retrieve data via the [COD Web site](#) between 5:00 A.M. and 2:00 P.M. (ET).
- An individual will not be able to complete online Direct Loan Entrance Counseling, complete a new Master Promissory Note (MPN) electronically, complete a Direct PLUS Loan Request electronically, or endorse a Direct PLUS Loan electronically via the [StudentLoans.gov Web site](#) between 5:00 A.M. and 2:00 P.M. (ET).
- An individual will not be able to complete TEACH Grant Initial and Subsequent Counseling, complete a new TEACH Grant Agreement to Serve (ATS), or retrieve an existing ATS via the [TEACH Grant Web site](#) between 5:00 A.M. and 2:00 P.M. (ET).
- Between 5:00 A.M. and 2:00 P.M. (ET), batches submitted by schools via the SAIG will be held or schools will receive an error message informing them that the SAIG is unavailable and that the data must be transmitted at a later time.



Contact Information

Federal Student Aid appreciates your patience and understanding as it completes this important activity. If you have any questions about the COD System, the StudentLoans.gov Web site, or the TEACH Grant Web site, contact the COD School Relations Center. If you have any questions about the SAIG, contact CPS/SAIG Technical Support at 800/330-5947 or by e-mail at CPSSAIG@ed.gov.



FAA Access to CPS Online and SAIG Enrollment Web Site Service Outage Planned for August 6-8, 2010 (07/30/10)

During the period August 6-8, 2010, Federal Student Aid needs to execute extended maintenance activities in addition to our routine system and Web site maintenance that occurs each weekend. Please review the information below and evaluate impact on your school or organization during the periods when the affected Web sites will be unavailable. We appreciate your patience and understanding as we complete the required activities.

Unavailability of FAA Access to CPS Online and SAIG Enrollment Web Site – August 6-8, 2010

[FAA Access to CPS Online](#) and the [Student Aid Internet Gateway \(SAIG\) Enrollment Web site](#) will be unavailable Friday, August 6, 2010 from 8:00 P.M. (ET) until Sunday, August 8, 2010 at 8:00 P.M. (ET) in order to implement system updates.

Contact Information

Again, Federal Student Aid appreciates your patience and understanding as we complete the required activities.

If you have questions about the outages affecting FAA Access to CPS Online or the SAIG Enrollment Web site or, contact CPS/SAIG Technical Support at 800/330-5947 (TDD/TTY 800/511-5806). You may also e-mail CPSSAIG@ed.gov.

Updated Guidance on Making Direct Loan Refunds of Cash (07/26/10)

An Electronic Announcement was released to schools from the COD School Relations Center on July 23, 2010 and is posted on [the Information for Financial Aid Professionals \(IFAP\) Web site](#). This announcement updates and summarizes the correct process for making a refund of cash (i.e., returning unused Direct Loan funds) to the Department of Education (the Department).

If you would like to be added to or removed from the Direct Loan Electronic Announcement distribution list, please submit an e-mail to CODSupport@acs-inc.com with the subject line of “DL Electronic Announcement Distribution”.

Federal Student Aid Customer Service Center Information (07/26/10)

At this time we want to remind the financial aid community of Federal Student Aid’s customer service center resources. Over the past year, Federal Student Aid has added new customer service centers, and we want to ensure the community has the most accurate contact information available.



Federal Student Aid's customer service centers are available to assist schools, third party servicers, lenders, guaranty agencies, students, and parents when they have questions or concerns related to the financial aid process. These resources allow a customer to go directly to the source to get specialized help. Contacting the customer service centers during their operating hours is the most efficient way to resolve a problem and find the answer to a question. The contact information available includes toll-free phone numbers and Web site information for easy access.

For complete information about Federal Student Aid customer service center resources, refer to [the July 23, 2010 Electronic Announcement on the IFAP Web site](#).

Reminder of Origination Fee Reduction for Direct Subsidized Loans and Direct Unsubsidized Loans (05/14/10)

As explained in a [February 4, 2010 Electronic Announcement](#) posted on the Information for Financial Aid Professionals (IFAP) Web site, the origination fee for Direct Subsidized Loans and Direct Unsubsidized Loans was reduced for 2010-2011. This announcement provides operational guidance for schools and third party software providers on implementing these latest reductions in the origination fee.

Last year, many Direct Subsidized Loan and Direct Unsubsidized Loan awards rejected because the correct origination fee was not included with the award and/or was not used to calculate the award and its disbursements. For this reason, we want to remind schools of the previously provided guidance that is critical to successfully implementing the origination fee reduction for Direct Subsidized Loan and Direct Unsubsidized Loan awards.

Schools should refer to [the February 4, 2010 Electronic Announcement](#) for complete information about the origination fee reduction.

If your school needs assistance with COD System processing, including making changes to origination fees, contact the COD School Relations Center.

Weekly Reminders



COD Computer-Based Training (07/30/10)

Federal Student Aid takes this opportunity to remind the community of the availability of the COD Computer-Based Training (CBT). The COD CBT includes enhancements that have been made to the COD System, the [COD Web site](#), and associated Web sites and software products through June 27, 2009.

The COD CBT consists of component simulations and CBTs. Each COD CBT component is explained below. The electronic files associated with each component, as well as information about downloading and navigating the COD CBT, are available on the Information for Financial Aid Professionals (IFAP) Web site. Under the "Tools for Schools" section on the home page, click on [COD Computer-Based Training](#).

Note: With the implementation of the [StudentLoans.gov Web site](#) at the end of March 2010, the three electronic Master Promissory Note (MPN) simulations no longer reflected the process for



electronically completing Direct Loan MPNs and have been removed. We will post updated electronic MPN simulations when we next update the full version of the COD CBT.

The components of the COD CBT are as follows:

COD System Simulations – The COD System Simulations offer lessons that explain the [COD Web site](#) screens and functionality available to a school administrator. There are 14 lessons with text to guide a user through each area of the [COD Web site](#). By entering fictitious data, the user can explore basic navigation and functions of the [COD Web site](#) and practice locating and creating information in a safe environment that includes tips for assistance.

Direct Loan Reports CBT – The Direct Loan Reports CBT includes several sections that explain the COD reports a school can use to assist with the administration of and reconciliation process for William D. Ford Federal Direct Loan (Direct Loan) awards.

Grant Reports CBTs – The Grant Reports CBTs are four separate lessons that explain the COD reports a school can use to assist with the administration of and reconciliation process for Academic Competitiveness Grant (ACG), Federal Pell Grant (Pell Grant), National Science and Mathematics Access to Retain Talent Grant (National SMART Grant), and Teacher Education Assistance for College and Higher Education (TEACH) Grant awards.

Direct Loan (DL) Tools Simulation – The DL Tools Simulation demonstrates how to use the DL Tools software to assist with the reconciliation process for Direct Loan awards. Although the simulation can be used both by schools that use the EDEExpress for Windows software and schools that do not use this software, the simulation is especially useful for schools that do not use the EDEExpress software on a regular basis but are interested in a Direct Loan reconciliation resource.

TEACH Grant Web Site Simulation – The TEACH Grant Web site Simulation guides the user through the [TEACH Grant Web site](#) and includes a step-by-step walk through of the process for completing TEACH Grant counseling and completing a TEACH Grant Agreement to Serve (ATS).

If you have questions or comments about the COD CBT, contact the COD School Relations Center. If you e-mail your question or comment to CODSupport@acs-inc.com, please include “COD CBT Question/Comment” in the subject line.



Grant Programs

ACG, National SMART Grant, Pell Grant, and TEACH Grant

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